eWIC Guide

FOR WIC LOCAL AGENCY STAFF
REVISED: 08-06-2020

Contents

Who to Call:

MOWINS Related Questions

MOWINS Help Desk:

    Phone: 800-554-2544

    Email: WICHelpDesk@health.mo.gov

Policy or Retailer Related Questions

Call your state technical assistance staff or the WIC main line for the on-call state technical assistance staff. Retailer problems can also be emailed to MOWICVendorGroup@health.mo.gov.

WIC Main Line:

    Phone: 800-392-8209

Nutritionist Technical Assistance Specialists

Rita Arni (Supervisor)	573-751-8159
Ernestine Persley	816-350-5418
Nancy Green	417-895-6926
Bridgette Delgman-Yawberry	314-877-0205
Jill Klein	816-251-0792

Administrative Technical Assistance Specialists

Michelle Johnson (Supervisor)	573-751-6198
Susan Hatton	573-526-1573
Carrie Lines	417-895-6935
Shieta Hammond	573-526-1368

Connectivity and Other Program Related Questions

State ITSD Help Desk:

    Phone: 800-347-0887

WIC Direct - CDP Customer Support:

    Phone: 866-237-4814

eWIC Authorized Retailers

A list of authorized Missouri eWIC retailers can be found here:

https://health.mo.gov/living/families/wic/families/findalocation/

These eWIC authorized retailers are identified by a green pin on the map.

eWIC Card Inventory

LAs will be responsible for strict inventory controls of the assigned eWIC cards.

- Keep eWIC cards stored in a locked, secured storage area and limit access to designated WIC staff.

- Order eWIC cards using the online ordering form.

- Verify shipment of eWIC cards.

- Reconcile inventory by maintaining the *eWIC Card Bundle Inventory* with any issuance of a card.

- Complete the *eWIC Card Lost, Stolen, or Damaged Log* as needed.

- Store all inventory logs in a central file, either electronically or in a paper copy.

eWIC cards may be kept at WIC staff workstations for easier access during daily clinic operations. However, the cards must be kept out of sight, for instance, in a desk drawer. At the close of business, all eWIC cards must be accounted for and returned to the locked, secured storage area.

Note that all eWIC cards are assigned a primary account number (PAN) for card identification, and for security reasons the PANs are not in sequential order.

Clinic Flow

Local agencies (LA) should increase household appointment times by at least 15 minutes. This allows time: (1) to educate participants on eWIC, (2) for staff to learn new processes in MOWINS, and (3) for participants to ask questions.

Benefit Management Menu

Participants with paper benefits who belong to an eWIC clinic will have benefit options that apply to both types of issuance. The Benefit Management menu will look like the information below in this situation.
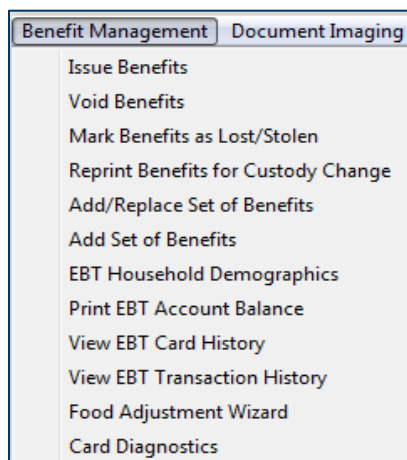
It is critical that the two void functions within the Food Adjustment Wizard are only used for participants who exclusively have eWIC cards. Local agencies should continue to use the check function Void Benefits until the participant has redeemed all the assigned current and future months' checks.

For eWIC only participants, the Benefit Management menu will only display eWIC options, as shown below.
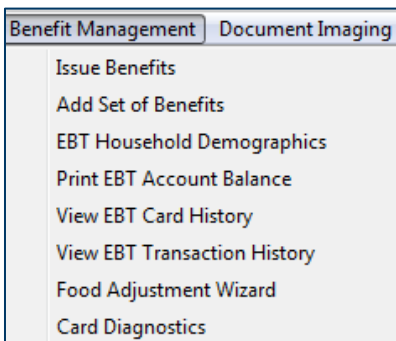
Add Set of Benefits – Only available for states that are rolling month, not month-to-month issuance, like Missouri.

EBT Household Demographics – Lists all members of the household and listed authorized representatives. In this screen a primary cardholder and the eWIC card are assigned. This screen also allows deactivation of a card.

Print EBT Account Balance – Prints the household's current eWIC account balance. To ensure accuracy of the report, staff should first present the card to the card reader/writer device to allow updates to be communicated to MOWINS. The account balance can be displayed on the screen as an editable Word document.

View EBT Card History – Provides details of all card activations and deactivations and displays the acceptance signature of the primary cardholder when the card was assigned.

View EBT Transaction History – Shows household transactions that have occurred on the eWIC card. The screen will only update once a retailer has sent their WIC purchases to the EBT processor. If the participant has shopped in the last two (2) calendar days, this screen may not accurately reflect those redemptions.

There are three (3) transaction types:

- Benefit Add: Benefits issued to the eWIC card.

- Benefit Grant Expiration: System transaction occurring eight (8) days after the participant's last date to use if the benefit set has food items that were not purchased.

- Target Recovery: Benefits voided by a staff member.

Food Adjustment Wizard – Where adjustments to issued benefits can be made for the individual whose participant folder is open. Options are available based on MOWINS permissions.

Card Diagnostics – Gives the user the option to reset the cardholder's PIN and unlock or reactivate deactivated cards.

EBT Household Demographics

Staff must complete the EBT Household Demographics screen for every household. The information below explains this screen and its functions.

1. **Household Information –** Populated from the Demographics tab of the participant's folder. The address displayed is the mailing address. The Primary Cardholder line will remain blank until an authorized representative or alternate representative/proxy is set as the primary.

2. **Set as Primary –** Where the primary cardholder for the household is assigned.

3. **Set as Secondary –** Disabled for Missouri, as policy does not allow for a secondary card to be assigned.

4. **Assign Card –** Assigns a card to the household.

5. **Reset PIN** – Do not use this function because it does not work as expected. Instead use the Reset PIN button found in the Card Diagnostics screen, under Benefit Management, when the primary cardholder forgets their personal identification number (PIN) or wishes to update/change their PIN for security reasons.

6. **Deactivate Account** – Use when a participant has reported a card as lost, stolen, or damaged. This function communicates to the EBT Processor and once a card is deactivated, it **cannot** be reassigned or reactivated.

7. **Account Status** – Always shows as 'Active.' The 'On Hold' function is not used by Missouri.

8. **EBT Household Representatives** – Lists all of the participants in the household and any authorized representative or alternate representatives or proxies listed in the AdditionalInfo2 tab of the Demographics tab.

9. **Add Auth Rep and Add Alt Rep/Proxy** – Where the authorized representative or alternate representatives or proxies' information is added or updated. The information can no longer be added or changed in the Demographics tab of the participant's folder.

10. **Status** – Informs users what the system currently needs to communicate or has communicated to the EBT processor.

11. **Send EBT Data** – Updates the EBT processor with information regarding changes made in this screen.

12. **Exit** – Closes out of this screen.

Primary Cardholder

There will only be one eWIC card assigned to each household. The authorized representative will be assigned as the primary cardholder.

Foster children are considered a household of one and will have their own, individual eWIC card. If a foster family has multiple children, then the LA may advise them to label each eWIC card with the child's initials. This will help the foster family identify which eWIC card belongs to which child in their care.

When setting the primary cardholder, always select the Authorized Representative row (or Alternate Representative 1 or 2 row). Never select a row with a State WIC ID. The Date of Birth field will need to be completed before a primary cardholder can be assigned.

Authorized and Alternate Representatives or Proxies

An authorized representative is a participant or the parent, legal guardian, or caretaker of a participant. The authorized representative is responsible for providing proof of identity, residency, and income for the household, along with attending appointments, completing paperwork, participating in nutrition education, and redeeming benefits at the retailer.

LAs should educate participants to be careful with their PIN. PINs should never be written on the eWIC card. The PIN is not accessible to LA staff. The PIN should only be shared with trusted proxies because anyone who has possession of the participant's card and PIN will be able to redeem benefits at retailers. The authorized representative will be held responsible for any program violation(s) committed by the person to whom they have given their PIN.

The name fields for authorized and alternative representatives or proxies should never be completed with any of the following: XXXX, decline, no one, no proxy, none, or etc. Also, the name fields should not contain dates.

The Last Name field has a limit of 20 characters in the EBT Household Demographics screen. Most last names longer than 20 characters are hyphenated names. If the hyphenated name exceeds 20 characters, please ask the participant which name they want to use.

Reset PIN

In MOWINS, there are two places to reset a PIN; one is in EBT Household Demographics, and the other is in Card Diagnostics. Staff should only use the Reset PIN button found in the Card Diagnostics screen, under Benefit Management. There is no limit on how often a person can reset their PIN.
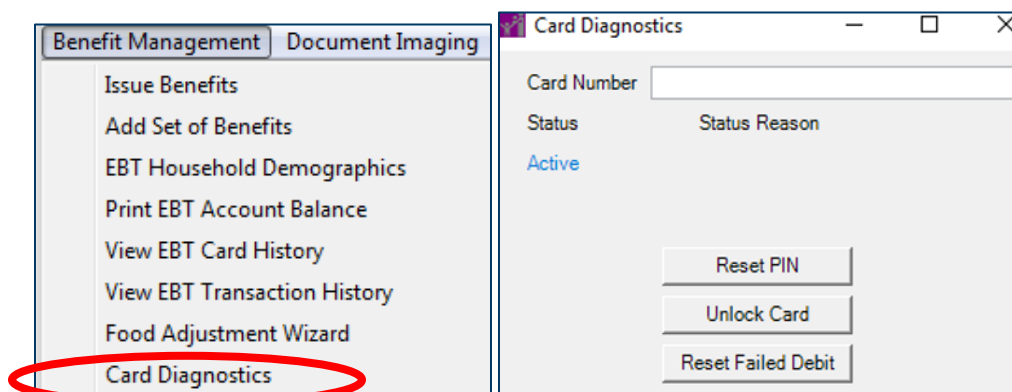
Do **not** use the Reset PIN function in EBT Household Demographics. This is known to cause errors in MOWINS. Unfortunately, there is no way to disable this button to prevent users from using the button on this screen.

Voiding or Adjusting Benefits for the Current Month

Users should be very careful when attempting to void or make adjustments in MOWINS. Staff are encouraged to contact the MOWINS Help Desk for assistance until users become confident in completing steps correctly in MOWINS. Like checks, before any voiding or adjusting of benefits can occur, the card must be present.

Transfers

A household should use all paper or eWIC benefits prior to being transferred to a new agency, if possible. **Always ask what type of benefits the participant has: paper or eWIC.**

When opening the participant folder, the new Transfer Participant(s) screen opens and requires EBT data to be sent in order to communicate the clinic change. Agency staff can choose to select any or all of the household members that will be transferred to the new location. After all the transferring participants have been selected, select 'OK.'

A new message will appear next, informing staff the change needs to be communicated with the EBT processor. Click 'OK.' Do **not** click the 'Cancel' button on this message or the 'Exit' button on the *EBT Household Demographics* screen. Clicking either of these buttons will lock the folder and the transfer will not be completed.

If the 'Cancel' button is clicked, the folder will become locked, and a message will appear from MOWINS.

PF - DAISY DUCK - 22 Years - WIC ID: 01132255 - HH ID: 00683398   ×

Communication with EBT Processor was unsuccessful and the Participant Folder
will be locked.

OK
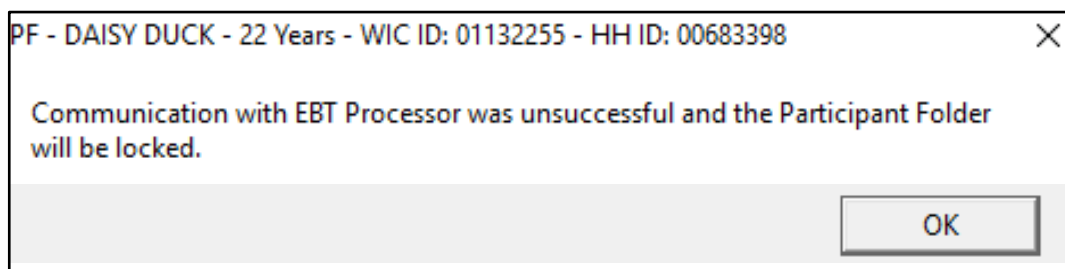
To unlock the folder, exit out of the participant folder and begin the transfer process again.

WIC Approved Food List

The WIC Approved Food List is not changing with eWIC.

Food Category Changes

Food Category	Checks	eWIC	Notes
Milk	Gallon(s) Half gallon(s) Quart(s) 8 quart/25.6 oz pkg 12 oz can(s) 16 oz pkg	**Milk conversion:** **1.00 = 1 gallon** **0.75 = 1 quart and 1/2 gallon, or 3 quarts** **0.50 = 1/2 gallon or 2 quarts** **0.25 = 1 quart**	Everything will remain the same, except 'quarts cultured buttermilk' no longer needs to be selected.
Cash Value Benefit	Dollars	Dollars	Will remain the same.
Cereal	Ounces	Ounces	Will remain the same.
Eggs	Dozen	Dozen	Will remain the same.
Fish	5 oz cans 3.75 oz cans	Ounces	**Must swap to 'OUNCES CANNED FISH – eWIC ONLY.'**
Formula	Cans/bottles	Cans/bottles	Will remain the same.
Infant Cereal	Ounces	Ounces	Will remain the same.
Infant Fruit-Vegetables	Twin-pack (4 oz tub) 4 oz jar(s)	Ounces	**Must swap to 'OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY.'**
Infant Meat	2.5 oz jar(s)	Ounces	**Must swap to 'OUNCES INFANT MEAT – eWIC ONLY.'**
Juice	Containers	Containers	Will remain the same.
Legumes	One pound 4 - 16 oz can 16 - 18 oz jars	**Legumes conversion 1 CTR (container):** **1 pound dry beans/peas, or** **1 – 18oz jar peanut butter, or** **4 – 16oz cans beans**	Will remain the same.
Whole Grain	16 oz	Ounces	**Must swap to 'OUNCES WHOLE GRAIN – eWIC ONLY.'**
Yogurt	32 oz	32 ounces or 0.25 gallon	Will remain the same.

Milk Choices

Milk with the same fat content is grouped for eWIC. The participant may choose any milk in the group when redeeming benefits at the store.

Gallon(s) – skim through 1% (white)	Gallon(s) – whole milk (white)
Choose any size – quart, ½ gallon, gallon	Choose any size – quart, ½ gallon, gallon
Cultured buttermilk	Whole cultured buttermilk
Nonfat dry milk (8 quarts)	

Participants may choose to substitute any amount of milk with an allowed buttermilk option from the following list. Only quarts of buttermilk are allowed, no half gallons. Buttermilk does not appear on the shopping list or account balance. The choice is made at the store.

Food Prescription	Buttermilk options at the store (quarts only)
QUARTS MILK: SKIM THRU 1% (WHITE)	Kroger, Hiland, Deans Dairy Pure, Belfonte, and Anderson Erickson Lowfat Buttermilk Prairie Farms 1.5% Lowfat Buttermilk
QUARTS MILK: 2% (WHITE)	None
QUARTS WHOLE MILK (WHITE/UNFLAVORED)	Marburger Whole Buttermilk

Milk Substitutes

Substitutes for skim, 1%, and whole milk are not grouped for eWIC and must be added to the food prescription. The milk substitutes that must be added include: soy milk, goat milk, evaporated milk, 2% milk (gallon, ½ gallon, or quart may be selected at the store), lactose-free milk, tofu, cheese, and yogurt.

Use the following numbers when substituting milk in MOWINS: cheese equals 0.75, yogurt equals 0.25, and tofu equals 0.25.

Baby Food

The participant may now select from jars or twin packs at the store.

Baby Food: Meat Conversion Chart (ounces = jars)		
77.5 ounces	31 jars	
59 ounces	23 jars	
39 ounces	15 jars	
Baby Food: Fruits and Vegetables Conversion Chart (ounces = jars = twin packs)		
256 ounces	64 jars	32 twin packs
192 ounces	48 jars	24 twin packs
128 ounces	32 jars	16 twin packs
96 ounces	24 jars	12 twin packs
64 ounces	16 jars	8 twin packs

Fruits and Vegetables

Infants, 9-11 months old, are limited to fresh fruits and vegetables only. These are listed separately from women's or children's fruits and vegetables on the shopping list. Educate the participant that "dollars fresh only fruits and/or vegetables" on the shopping list is for the infant and is limited to fresh. Local agency staff may highlight this on the shopping list or account balance, if desired.

MOWINS description differs slightly from the shopping list and account balance description.

	MOWINS	Shopping List and Account Balance
Women and Children	Fresh or frozen fruits and vegetables	Dollars fresh/frozen fruits and/or vegetables
Infants	Fruits and/or vegetables (fresh only)	Dollars fresh only fruits and/or vegetables

General Mills Gluten-Free Rice or Corn Chex

In order for the participant to purchase gluten-free Rice or Corn Chex, the LA will need to issue this cereal option and educate the participant on redeeming benefits. Select "ounces General Mills Chex/non-whole grain cereal" in MOWINS for the food prescription.
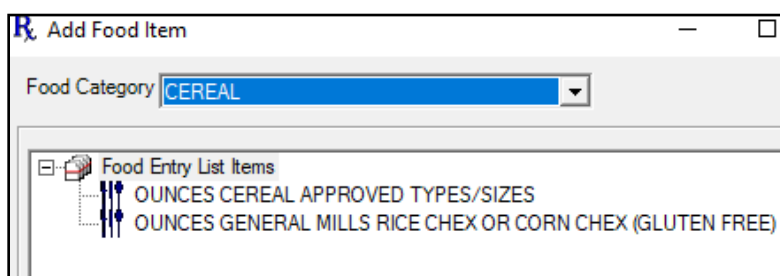
Educate the participant that "ounces General Mills Chex/non-whole grain cereal" is limited to gluten-free **Rice or Corn** Chex (not pictured on the approved food list). No other Chex cereals are WIC approved. Local agencies are encouraged to write "rice or corn" on the shopping list or account balance, especially for participants who are new to using WIC benefits.

Non-whole grain cereals other than Rice or Corn Chex, as shown on the WIC Approved Food List without a heart symbol, may be purchased. It is important to tell the participant that they need to have the cashier scan Rice or Corn Chex **before** scanning any other non-whole grain cereals.

A household may have both whole grain and non-whole grain on their shopping list.

Shopping list description for all cereals, including whole grain and non-whole grain	Shopping list description for non-whole grain cereals, including General Mills Rice and Corn Chex
Ounces cereal – approved types/sizes	Ounces General Mills Chex/Non-Whole Grain Cereal

Only Chex or non-whole grain cereals may be purchased if the shopping list only contains "ounces General Mills Chex/non-whole grain cereal."

Fish

The participant may select from tuna, sardines, or salmon at the store, instead of choosing during their appointment.

Formula Issuance

Participants should be encouraged to purchase only one can of formula initially, to determine an infant's tolerance and acceptance of the product.

WICShopper Application

The Missouri WIC program will utilize a specialized WIC smartphone application. The application assists participants in identifying WIC-approved food items at the grocery store by scanning universal product codes (UPCs) on items. However, just because the item is WIC-approved, it does not mean the item was issued to the household.

In addition, the application features nutritional information, food preparation tips, and recipes to help WIC participants get the most out of the WIC program. Other features include a produce calculator, a cereal calculator, a place to capture benefits, and locations of WIC stores and clinics. Anyone can download this application.

The second phase of the WICShopper application will integrate with MOWINS to provide participant-specific information such as remaining benefits on their eWIC card and appointment reminders.

Resolving a Distribution ID Error

When issuing benefits to an eWIC card, there may be times when a distribution error code will appear. This page provides instructions on how to resolve those errors to issue benefits to the participant.

If the following error code is received, staff should note the distribution ID number listed in the message and reference the 'Food Distribution Error Codes' sheet for guidance. Staff can also select the Food Prescription tab to determine which participant has the incorrect food prescription.

Staff can determine the food item that needs to be updated by either reviewing the 'Food Distribution Error Codes' sheet for error codes or by reviewing the food prescription and searching for items based on the text capitalization. Check only options will appear in lower case text in the food prescriptions and will populate with default food packages until Missouri is fully eWIC enabled. The eWIC options will display in capitalized text.

Food Distribution Error Codes

Error Code Number	Food Item	Fix (Swap for)
1016	Quarts Cultured Buttermilk	Reduced Fat or Whole Milk option
1115	16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta	OUNCES WHOLE GRAIN – eWIC ONLY
1117	16 Oz Brown Rice Store Brand Only	OUNCES WHOLE GRAIN – eWIC ONLY
1139	2.5 Oz Jars Infant Meats Approved Items Only	OUNCES INFANT MEAT – eWIC ONLY
1191	4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only	OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY
1226	5 Oz Cans Tuna Water-pack Only	OUNCES CANNED FISH – eWIC ONLY
1227	5 Oz Cans Tuna Waterpack Only	OUNCES CANNED FISH – eWIC ONLY
1246	3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Water-pack	OUNCES CANNED FISH – eWIC ONLY
1247	3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Waterpack	OUNCES CANNED FISH – eWIC ONLY
1248	5 Oz Cans Salmon, Pink, Water-pack Only	OUNCES CANNED FISH – eWIC ONLY
1249	5 Oz Cans Salmon, Pink, Waterpack Only	OUNCES CANNED FISH – eWIC ONLY
1261	Twin-Pack (4 Oz Tub) Infant Fruits/Veggies – Approved Brands	OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY

Issuing Benefits

Overall, the Issuing Benefits function for eWIC operates the same as issuing checks, with the exception of one additional screen. This new screen shows an aggregate view of the household total benefits.

Agencies should keep in mind before issuing benefits:

- Default food packages will continue to populate check-only options until Missouri is fully implemented.

- Call the MOWINS Help Desk for assistance if a participant was last seen in an eWIC enabled clinic and is now being seen at a clinic that is not eWIC enabled.

- Edit First Set in the Issue Benefits screen still holds the same function.

- Benefits can be issued without a card assigned to an account.

eWIC Shopping List

A shopping list containing the benefits issued to the household will be printed when eWIC benefits are issued. Below shows the aggregated view of total household benefits that appear on the shopping list.

```
Household Total

06/10/20- 07/01/20- WIC Approved Foods
06/30/20  07/31/20
   8.00      8.00    $$$-Dollars Fresh Only Fruits and/or Vegetables
  20.00     20.00    $$$-Dollars Fresh/Frozen Fruits and/or Vegetables
   3.00      3.00    CTR-11.5-12 oz Frozen Juice - Approved Brands & Types
   3.00      3.00    CTR-16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean
   2.00      2.00    CTR-64 oz Container Juice- Approved Brands & Types RTU
   3.00      3.00    DOZ-Dozen Eggs - Large White
   3.00      3.00    GAL-Gallon(s) Milk - Skim Thru 1% (White)
  12.00     12.00    HGL-Half Gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
   2.00      2.00    LB-Pound(s) Cheese - Store Brand Generic
  30.00     30.00    OZ-Ounces Approved Canned Fish
  48.00     48.00    OZ-Ounces Bread Tortillas Brown Rice OR Wheat Pasta
  36.00     36.00    OZ-Ounces Cereal - Approved Types/Sizes
  24.00     24.00    OZ-Ounces Infant Cereal - Approved Brands
 100.00    100.00    OZ-Ounces Infant Fruits-Vegetables - Approved Types
  77.50     77.50    OZ-Ounces Infant Meats - Approved Items
  36.00     36.00    OZ-Ounces Non-Whole Grain Cereal
   1.00      1.00    QT-Quart(s) Yogurt - Approved Brands/Varieties
```

Participants may purchase any amount of canned beans in a shopping trip. It is no longer necessary to purchase all 4-16 ounce cans of beans at one time. Single cans will be subtracted from the account balance in increments of 0.25.

Verification of Benefits

Participants will no longer provide a signature to verify receipt of their benefits. LA staff will give the participant a shopping list detailing what was issued for the household. The participant will verify those benefits prior to inserting their card and entering their PIN. The participant entering the PIN is the verification of acceptance of the benefits.

Account Balance

Staff should provide an account balance when a participant requests the remaining benefits on their eWIC card.

- First, insert the card into the card reader/writer to ensure the account balance is reflected accurately.

- Can be printed as often as needed.

- Will not display to be printed if there are no eWIC benefits in the current month.

- Will not display to be printed if a card has not been assigned in EBT Household Demographics.

- Opens in Microsoft Word, allowing the agency to add other information, as desired.

The aggregated view of household benefits remaining as it appears on the account balance is shown below:

```
Redemption Period: 07/01/2020 thru 07/31/2020

     8.00 $$$-Dollars Fresh Only Fruits and/or Vegetables
    20.00 $$$-Dollars Fresh/Frozen Fruits and/or Vegetables
     3.00 CTR-11.5-12 oz Frozen Juice - Approved Brands & Types
     3.00 CTR-16-18oz PeanutButter OR 1Lb Dry OR 4-16oz Can Bean
     2.00 CTR-64 oz Container Juice- Approved Brands & Types RTU
     3.00 DOZ-Dozen Eggs - Large White
     3.00 GAL-Gallon(s) Milk - Skim Thru 1% (White)
    12.00 HGL-Half Gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
     2.00 LB-Pound(s) Cheese - Store Brand Generic
    30.00 OZ-Ounces Approved Canned Fish
    48.00 OZ-Ounces Bread Tortillas Brown Rice OR Wheat Pasta
    36.00 OZ-Ounces Cereal - Approved Types/Sizes
    24.00 OZ-Ounces Infant Cereal - Approved Brands
   100.00 OZ-Ounces Infant Fruits-Vegetables - Approved Types
    77.50 OZ-Ounces Infant Meats - Approved Items
    36.00 OZ-Ounces Non-Whole Grain Cereal
     1.00 QT-Quart(s) Yogurt - Approved Brands/Varieties
```

Missouri eWIC Retailer

Retailers in Missouri that have been approved to accept the eWIC card will now have the following signage posted. If participants do not see this sign, then they should not shop at the store with their eWIC card.

WIC Transactions

When using an eWIC card for the first time, it is important that agencies educate participants on how to complete their first transaction at a store. Until participants become familiar with the shopping process, it is encouraged that they inform the cashier that they will be using an eWIC card. Most stores will also allow for WIC participants to combine all items, WIC-approved and not WIC-approved, for one purchase. If a food item is declined, and the participant believes it to be WIC-approved, the store will advise the participant to discuss with their WIC agency.

Retailer Food Instrument Information

Please note the following regarding retailers:

- WIC checks with valid dates of use will be accepted.
- eWIC benefits can be added for up to three (3) months at a time.
  - o Only the current month's benefits are accessible.
- All benefits expire on the last day of the month at midnight.
  - o The "Yes or Confirm" button must be selected prior to midnight otherwise the items will be deducted from the next available month.
- The *Partial WIC Formula Redemption (WIC-21)* will be obsolete once eWIC is implemented. Benefits are redeemable at any time during the current month.
- The eWIC card cannot be used at self-checkout registers or for online purchases.
  - o Participants should speak with a store employee if it appears only self-checkout registers are available.
- Local agencies should advise participants to keep a paper or photo copy of their last receipt.

WIC-Approved

- Advise participants that items they may have previously purchased using checks may come back as not WIC-approved with trying to purchase with an eWIC card.
  - o It may not be on their food prescription.
  - o It may not be WIC-approved.
- Inform participants if an item is being declined because it's not WIC-approved, to take a picture of the product and UPC code and email it to WICFoods@health.mo.gov.
- Stores cannot override their system immediately if an item is being declined.
- Agencies can review the full WIC Approved Product List (APL) at https://health.mo.gov/living/families/wic/xls/mo-apl.xlsx.

Issues at the Store

The following are key points to help identify where a problem may be occurring when a household is having issues with the eWIC card at a store:

- Educate participants to fully insert the eWIC card into the store register
    - If the card is not fully inserted, then the smart chip cannot be read at the register
- Tell participants that if they have an issue at the register, to go to customer service and attempt to do a balance inquiry
    - If this is successful, then there is a problem at that register and not with the card
- Ask the participants to request a copy of the error, if possible at the register
    - This can help local and state agency staff in identifying what the problem is with the card
- Take pictures of the food item, including UPC, and the register number
    - The more details, the better we can serve our participants
- Request the cashier to start the payment process over
    - With eWIC being new, the cashier may be unfamiliar with this process
- Look for a message on the PIN pad that states "Insert WIC Card"
    - Message not available at all store registers
- Do not remove the eWIC card until prompted to do so
    - Removing too soon can cause errors

Receipts

Receipts at stores will vary, but the overall information will be the same.

The first receipt that will print is the current card balance. This will show what is available for the current month.

12/09/19	13:54:22

WIC Benefit Balance
12/09/19 14:06:28

Account Number xxxxxxxxxxxx5610
Issuer   1024

4.5	LB	Store Brand Cheese
2	LB	Approved Tofu
6	DOZ	Eggs
36	OZ	Allowed Breakfast Cereal
2	CTR	PB or Dry or Can Beans
2	CTR	16-18 oz Peanut Butter
2	CTR	16 oz Dry Beans/Peas
32	OZ	Approved Canned Fish
24	OZ	Approved Infant Cereal
5	OZ	Oz Bread/Whole Grains
2	OZ	16 oz Brown Rice
3	OZ	16 oz Corn Tortillas
30.00	$$$	Fruit & Vegetable Cash
4	CTR	32 oz Approved Yogurt
4	GAL	Whole Milk (White)
4	GAL	Milk - Skim-Reduced Fat
4		
5	CTR	64 oz Approved Juice RTU

Benefits Expire
Midnight 12/31/2019

We Sell Food

123 First Street
Jefferson City, MO
(123) 456-7890
Manager: John Doe

****

EBT WIC Beginning Balance

PAN: ************5446   State: MO

QTY	UOM	Description
2.00	LB	Approved Tofu
4.50	LB	Store Brand Cheese
6.00	DOZ	Eggs
36.00	OZ	Allowed Breakfast Cereal
2.00	CTR	4-16 oz Canned Beans
2.00	CTR	16 oz Dry Beans/Peas
2.00	CTR	16-18 oz Peanut Butter
2.00	CTR	PB or Dry or Can Beans
32.00	OZ	Approved Canned Fish
24.00	OZ	Approved Infant Cereal
25.00	OZ	Approved Infant Meats
3.00	OZ	16 oz Corn Tortillas
2.00	OZ	16 oz Brown Rice
5.00	OZ	Oz Bread/Whole Grains
32.00	$$$	Fruit & Vegetable Cash
10.00	CTR	Enfml Infant 12.5 oz PWD
4.00	CTR	32 oz Approved Yogurt
5.50	GAL	Whole Milk (White)
5.00	GAL	Milk - Skim-Reduced Fat
4.00	CTR	11.5-12 oz Frozen Juice
5.00	CTR	64 oz Approved Juice RTU

These benefits expire at MIDNIGHT on
12/31/2019

****

The next receipt that is provided to the participant is a list of all WIC-approved items that are being purchased today. This receipt needs to be reviewed to ensure that what is listed is accurate before the participant is asked to confirm the purchase.

```
*********************************************
        EBT WIC Benefits Redemption

  5.00 OZ      Approved Canned Fish
        COS LT TNA WTR

  1.00 OZ      Oz Bread/Whole Grains
        PASTA WWHT SPAGH

  0.88 $$$     Fruit & Vegetable Cash
        PREMIUM BANANAS

  1.70 $$$     Fruit & Vegetable Cash
        CANTALOUPE


*********************************************


CASHIER NAME: Andrew McCutchen
C0002    #0098     13:25:44      11DEC2019
            S00001    R018
```

The last receipts to print are for the remaining balance on the eWIC card and the total purchase of everything bought at that store today. If there is a remaining balance not paid for by the eWIC card, the participant will be asked how they would like to pay.

```
*****************************************
     EBT WIC Ending Balance

PAN: ***********5446        State: MO

 QTY  UOM    Description
---------------------------------------
 2.00 LB     Approved Tofu
 4.50 LB     Store Brand Cheese
 6.00 DOZ    Eggs
36.00 OZ     Allowed Breakfast Cereal
 2.00 CTR    4-16 oz Canned Beans
 2.00 CTR    16 oz Dry Beans/Peas
 2.00 CTR    16-18 oz Peanut Butter
 2.00 CTR    PB or Dry or Can Beans
27.00 OZ     Approved Canned Fish
24.00 OZ     Approved Infant Cereal
25.00 OZ     Approved Infant Meats
 3.00 OZ     16 oz Corn Tortillas
 2.00 OZ     16 oz Brown Rice
 4.00 OZ     Oz Bread/Whole Grains
29.42 $$$    Fruit & Vegetable Cash
10.00 CTR    Enfml Infant 12.5 oz PWD
 4.00 CTR    32 oz Approved Yogurt
 5.50 GAL    Whole Milk (White)
 5.00 GAL    Milk - Skim-Reduced Fat
 4.00 CTR    11.5-12 oz Frozen Juice
 5.00 CTR    64 oz Approved Juice RTU
---------------------------------------
 These benefits expire at MIDNIGHT on
         12/31/2019
---------------------------------------

*****************************************


CASHIER NAME: Andrew McCutchen
C0002    #0098     13:26:44      11DEC2019
            S00001    R018
```

```
NCR    We Sell Food
            123 First Street
            Jefferson City, MO
            (123) 456-7890
            Manager: John Doe

GROCERY
  PASTA WWHT SPAGH           $2.99   F
  Smart Watter               $2.19   F
  COS LT TNA WTR        W     $0.99   F

PRODUCE
  CANTALOUPE            W     $1.70   F
  Plu# 4011
  PREMIUM BANANAS            $0.88   F


BALANCE DUE                  $8.75
WIC EBT                      $6.56
CASH                         $2.19

CHANGE                       $0.00

 Total number of items sold = 5

-----------------------------------------

*****************************************
```

If there are items bought by the eWIC card and another payment method, another receipt may print.

```
NCR   We Sell Food
          123 First Street
          Jefferson City, MO
          (123) 456-7890
          Manager: John Doe
*****************************************

          Mixed Basket Report

Ticket Total              $8.75
EBT WIC Total             $6.56

Non-EBT WIC Total         $2.19

Customer is responsible for the
payment of the non-EBT WIC total.


*****************************************

CASHIER NAME: Andrew McCutchen
C0002    #0098    13:25:46    11DEC2019
          S00001    R018
```

End of the Month

Like checks, eWIC benefits have a First Date To Use (FDTU) and a Last Date To Use (LDTU). The current month's eWIC benefits must be purchased before midnight for the benefits to be deducted from the current month's set. The cashier must confirm the purchase prior to midnight or the items will be deducted from the next month if available on the card. Benefits expire at the end of the month and do not carry over to the following month.

Participant Identification at Retailers

Participants no longer need to have the signed WIC ID folder in order to buy WIC-approved foods. With the eWIC card, the four-digit PIN is all that is required. The PIN is only known by the authorized representative and those individuals they trust to share the PIN with.

If an eWIC card is found at a store, the store has been trained to contact the number on the back of the card, and to then destroy it.

Benefit History

WIC benefits can be added to the household for up to three (3) months at a time, but only the current month's benefits are accessible on the eWIC card. All current month's benefits expire on the last day of the month at midnight. To better understand changes that occurred in a participant folder, staff should always expand the nodes in the Benefits History screen, as seen below. The benefit redemptions are viewed in the EBT Transaction History screen under the Benefit Management menu for eWIC. The Show Details button is only used to view benefit redemptions for checks.

```
Benefits History
Benefits
  07/01/2019 - 07/31/2019 | Breastfeeding | Agency 509 | Clinic 99
     67936347 | VOIDED 05/15/2019
  06/01/2019 - 06/30/2019 | Breastfeeding | Agency 509 | Clinic 99
     67936346 | VOIDED 05/15/2019
  05/15/2019 - 05/31/2019 | Three Fourth | Breastfeeding | Agency 509 | Clinic 99
     67936353
        10.00 HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1% ANY BRAND
  05/15/2019 - 05/31/2019 | Three Fourth | Breastfeeding | Agency 509 | Clinic 99
     67936345
        2.00 DOZEN EGGS - LARGE, WHITE
        1.00 POUND 16 OZ CHEESE - STORE BRAND/GENERIC
           Recovered - 1.00 - 05/15/2019
        36.00 OUNCES CEREAL - APPROVED TYPES/SIZES
        2.00 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
        1100.00    FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
        3.00 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
        4.50 GALLONS MILK: SKIM THRU 1% (WHITE)
           Recovered - 4.50 - 05/15/2019
        30.00 OUNCES CANNED FISH - eWIC ONLY
        16.00 OUNCES WHOLE GRAINS
```

Food Adjustment Wizard

The Food Adjustment Wizard is used when adjustments are needed to eWIC benefits already issued to a participant. In the Food Adjustment Wizard there are five (5) functions which can be accessed based on assigned user roles and permissions.
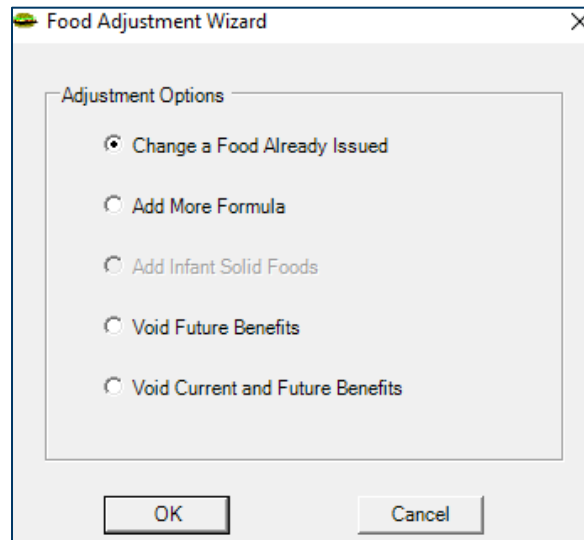
- **Change a Food Already Issued** – Used when there are changes needed to the formula type. It can be used for other food exchanges, but staff should avoid making changes to the current month benefit set, if possible.
    - Overissuance can occur, therefore, be cautious when making formula changes here.
    - Food packages that were issued as Direct Ship formula only can be altered in this screen to include infant solids in exchange of formula.
- **Add More Formula –** Used to make adjustments for the current month if there have been redemptions due to a breastfeeding status change or a Food Package III formula increase. This amount cannot exceed the maximum amount for the participant's age and breastfeeding status.
    - Unavailable if infant foods have been redeemed.
    - Overissuance can occur, therefore, be cautious when adding more formula when the participant receives two different types.
    - Added formula will issue as Direct Ship if the formula was originally issued as Direct Ship. Utilize the available cheat sheet to help change the way formula is issued.
- **Add Infant Solid Foods –** Used when a Food Package III infant, who previously received the maximum amount of formula, returns to receive infant foods.
- **Void Future Benefits**: Voids the participant's future benefits, and is not household based. This function can only be used to void eWIC benefits, not checks.
- **Void Current and Future Benefits** – Voids the participant's current and future benefits. Benefits can only be voided if there have been no redemptions for the current month since this is an all or nothing function. This function can only be used to void eWIC benefits, not checks.

Overissuance

The MOWINS system will allow staff to overissue formula benefits in error, using the Change a Food Already Issued function when changing to a formula with larger reconstituted ounces per can. Staff will need to calculate the correct number of ounces/cans to reissue based on the formula amount recovered, returned, and the maximum allowed for the participant's age and breastfeeding status.

Example: A non-breastfeeding infant received ten (10) cans of Nutramigen with Enflora LGG powder for the month of July via Direct Ship. The household returns later with all of the formula and a special prescription from the doctor for Neocate Infant with DHA/ARA Powder. Using the Change a Food Already Issued function in the Food Adjustment Wizard, the formula can be changed. The original issuance of ten (10) cans has been returned to the agency, driving the Returned in Reconstituted Ounces column to be 870 ounces. The Total Ounces Available column is the sum of the returned and recovered reconstituted ounces, and in this example would be an overissuance since the maximum allowed for the infant should only be eight (8) cans.

Notice: MOWINS will allow for the overissuance of the formula based on the Reconstituted Ounces. For further assistance, please contact your nutrition technical assistance specialist.
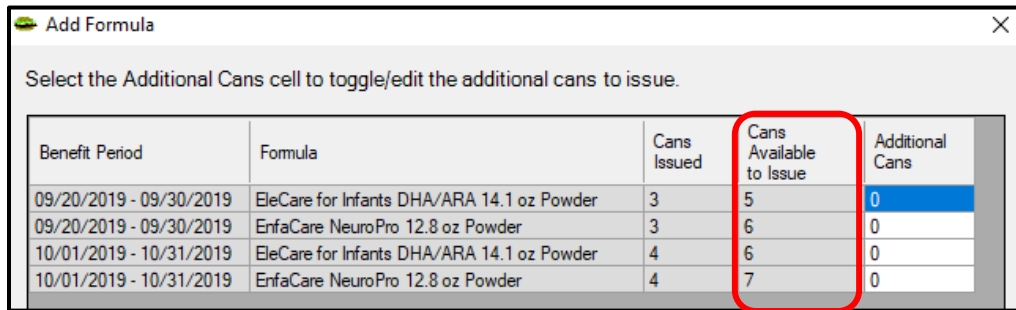
Select the Cans to Issue cell to toggle/edit the additional cans to issue.				New Formula: 14.1 OZ (400 GMS) NEOCATE INFANT WITH DHA/ARA PWD					
Benefit Period	Formula	Amount Issued	Amount Returned	Returned in Reconstituted Ounces	Amount Recovered	Recovered in Reconstituted Ounces	Total Ounces Available	Cans of Formula Available to Issue	Cans to Issue	Direct Ship
07/09/2019 - 07/3...	Nutramigen with Enflora L...	10	10	870	0	0	870	9	9	☑

Staff will also be able to overissue when using the Add More Formula function, if less than the maximum allowed is issued for two different formulas. More than the allowed amount of formula could be issued if the following occurs:

- Two different formulas were issued;

- Less than the maximum combined amount was issued; and

- Participant returns for more formula and the Add More Formula function is used to increase the formula on the card.

Example: A 'some breastfeeding' infant received three (3) cans each of EnfaCare and Elecare for the month of September and four (4) cans each of EnfaCare and Elecare for the month of October. The household returns needing more formula issued to the eWIC card. Using the Add More Formula function in the Food Adjustment Wizard, the **Cans Available to Issue** column is the maximum amount for each individual formula.

Notice, MOWINS will allow to overissue both formulas. For further assistance, please contact your nutrition technical assistance specialist.

Substitution Chart

Original milk issuance	New milk type	Amount to deduct
1 gallon milk	Lactose-free milk = 2 quarts	0.50
1 gallon milk	Goat milk = 3 quarts	0.75
1 gallon milk	Cheese = 3 quarts	0.75
1 gallon milk	Yogurt = 1 quart	0.25
1 gallon milk	Tofu = 1 quart	0.25
1 gallon milk	Evaporated milk	*varies

*To calculate the amount to deduct for evaporated milk, consult the Conversion of Fluid Milk to Evaporated Milk, Evaporated Goat Milk, PWD Goat Milk, and Nonfat Dry Milk in the Food and Formula Reference Guide (FFRG).

EBT Household Change Guided Script

The EBT Household Change Guided Script for eWIC is more complicated. Below are some items to remember when completing a household change.

- Once the EBT Household Change Guided Script is started, it must be completed.

- Once any step is completed (identified with a red checkmark), changes cannot be made to that step.

- Staff should communicate with the previous clinic if there is a card currently assigned to an account. The current household eWIC card will have to be deactivated, so staff will need to communicate with the primary cardholder and document the deactivation and waiting periods.

- Contact the MOWINS Help Desk if a clinic needs to obtain the previous Household's IDs. However, staff are encouraged to make a note regarding the previous Household ID for reference.

Deactivate Account

Any card reported as lost, stolen, or damaged will need to be deactivated in MOWINS. Once this deactivation begins, there is a minimum waiting period of five (5) calendar days before a new eWIC card can be issued. This allows for retailer transactions to flow back into MOWINS, thus staff can correctly adjust benefits based on purchases from the deactivated eWIC card. The LA should make a general note in MOWINS, containing the date the participant reported the eWIC card lost, stolen, or damaged and the reason for the replacement.

Once an eWIC card has been deactivated, the card will no longer be associated with the household or linked back to any identifying information, and cannot be used to purchase food items. A deactivated card should be reported and shredded.

If staff accidentally select the Deactivate Account button in the EBT Household Demographics screen and have not selected to Send EBT Data, simply select the 'Exit' button to cancel the deactivation.

If a card reported as lost is found, staff can go into the Card Diagnostics screen and unlock the card. This will reactivate the card for the household and remove the waiting period.

A new card should **not** be assigned until after the waiting period has expired.

- Create a household alert to document the reason for the deactivation and the date for when the waiting period expires.
- To calculate the five (5) calendar day waiting period, count days starting on the day the card was deactivated.

The reader/writer device will inform staff there is a waiting period if staff attempt to assign a card to an account that is in a waiting period.

Reactivate Deactivated Account

If a card previously deactivated was found, it can be reactivated. To reactivate a card, open 'Card Diagnostics' and choose 'Unlock Card.' This function will only reactivate the last deactivated card.
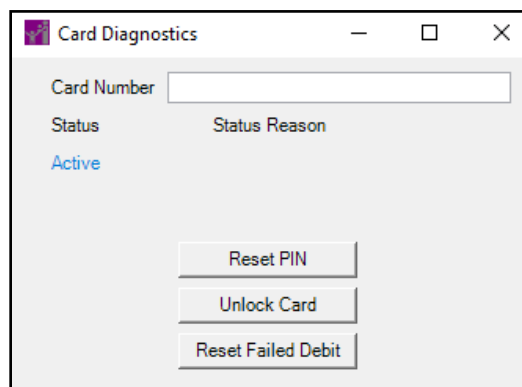
eWIC Card Replacement

When an eWIC card is reported as lost, stolen, or damaged, the following should occur:

- Deactivate the eWIC card.

- Make a general note in MOWINS on the reason for the replacement and the date the card was reported as lost, stolen, or damaged.

- Schedule a time for the authorized representative or proxy to return in five (5) calendar to seven (7) business days to receive the replacement eWIC card.

- Provide referral information for local food resources when needed.

- Track the deactivated card in the *eWIC Card Lost, Stolen, or Damaged Log*.

The *eWIC Card Lost, Stolen, or Damaged Log* should be maintained by the designated WIC staff and kept in a central file (electronically or paper copy) in the agency.

July 2020

SU	MO	TU	WE	TH	FR	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

An eWIC card deactivated on:	Cannot be replaced until 5 calendar days:	Must be replaced by 7 business days:
Monday	Friday	the following Tuesday
example: July 6th	example: July 10th	example: July 14th
Tuesday	Saturday	the following Wednesday
example: July 7th	example: July 11th	example: July15th
Wednesday	Sunday	the following Thursday
example: July 8th	example: July 12th	example: July 16th
Thursday	Monday	the following Friday
example: July 9th	example: July 13th	example: July 17th
Friday	Tuesday	the following Monday
example: July 10th	example: July 14th	example: July 20th

Note: The 7 business day example does not factor in any holidays.

Administrative Policy Changes

- 8.1.080 Participant Explanation
- 8.1.170 Notification of Ineligibility, Termination, or Expiration of Certification
- 8.1.190 Authorized Representative and Alternate Representatives
- 8.1.200 Proxies
- 9.1.010 Food Instrument Accountability and Liability
- 9.1.030 Food Instrument Replacement
- 9.1.040 Food Instrument Inventory Management

Nutrition Policy Changes

Note the following change is applicable to both policies below: Encourage the participant or caregiver to purchase only one (1) can of the formula initially, to determine tolerance of the product.

- 2.3.020 (2.07600) Issuance of Food Package I and II to Infants
- 2.3.030 (2.07000) Issuance of Food Package III

Things to Remember

- A MOWINS reset and update must be completed daily
- Do **NOT** have multiple folders open at once
- Do **NOT** have multiple people in one folder
- Do **NOT** start a Household ID change unless absolutely sure the process can be completed
    - Once a checkmark is complete on the household change, the entire process must finalized
- Account Balances are only updated after a card is inserted into a reader/writer device
- Only provide the eWIC Shopping List to a participant on the day the benefits are issued
- Update food packages to include the 'eWIC only' food items.
    - Update prepopulated or default food packages as well
    - 'Check only' options will appear in lower case text
    - 'eWIC only' options will appear in upper case text
- Changes made in the Food Adjustment Wizard will take time to be communicated to the EBT processor
    - After clicking 'Send EBT Data' do **NOT** click on other buttons, otherwise errors will occur
    - Be patient with any eWIC process and avoid over clicking
- Insert the household's eWIC card into the card reader/writer at the **beginning** and **end** of every appointment

SPIRIT WIC EBT Middleware – Smart Card (SWEM-SC)

SWEM-SC is the software that is needed in order to operate the card reader/writer devices. Each local agency should follow the instructions that have been provided by the state agency on how to correctly download this software. The SWEM-SC software must be downloaded and tested prior to each clinic eWIC enablement.

At a minimum, each agency should have two card reader/writers at their clinic. This is to ensure that if one would happen to become damaged, there is a backup device. Without the reader/writers, eWIC updates to the card cannot be made.

cyberJack RFID SoliSYSTEMS

Once the card reader/writer is connected to the workstation, it will quickly display the version number for that device. Then the device will remain at the "cyberJack RFID SoliSYSTEMS" message to inform the user it is turned on.
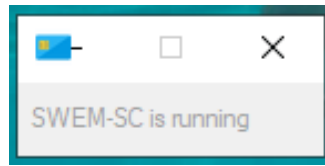

Running SWEM-SC

To operate the reader/writer device, staff will need to double click on the SWEM-SC icon located on the workstation desktop.
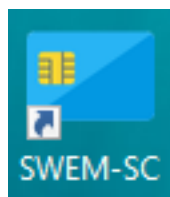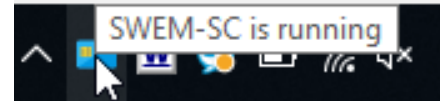
Once the SWEM-SC is running, a message box will appear to inform the user it is running. Staff can leave the box running in the background of MOWINS.

An icon will also appear in the tray of the workstation and, if users hover their mouse over it, they can see it is running.

If multiple users share a workstation, make sure to turn off SWEM-SC before a new user signs into the workstation. If the SWEM-SC is not closed before the other user signs on, it may not allow the SWEM-SC to run.

Please Insert card!

Once the SWEM-SC is running, the card reader/writer device will present the message "Please Insert card!" This message should always appear before a card is inserted into the device.

To insert an eWIC card, it must be chip-first and face-up into the top of the device.

Troubleshooting SWEM-SC

If users do not see the "Please Insert card!" message after running the SWEM-SC, there are a couple of options to help users determine the issue.

Option 1 – This allows the device to be connected in the proper sequence and can be done by all users.

- Close down the SWEM-SC
- Unplug the card reader/writer from the workstation
- Plug the card reader/writer back into the workstation
- Turn on the SWEM-SC

Option 2 – This allows staff to know if the service in the background is running. This option requires the assistance of ITSD support.

- Go to Task Manager
- In the Services tab, look for SpiritOfflineHostService
  - If the Services tab does not appear, click on "More details"
- Verify that SpiritOfflineHostService is "Running"
  - The service should not be "Stopped"
- Contact ITSD if the service is "Stopped"

Testing Connectivity

Prior to eWIC enablement for your clinic, all workstations that have the SWEM-SC downloaded should test the connectivity to the EBT Processor, WIC Direct. This ensures that all communications between MOWINS, the card reader/writers, and WIC Direct can occur successfully. To test the connectivity complete the following steps:

- Sign into WIC Direct
- Plug in card reader/writer device
- Turn on the SWEM-SC
- Insert the eWIC card into the device
- Wait for the device to stop blinking, and provide the "Card Updated." message
- In WIC Direct, select the transaction tab
- Look for the eWIC card number that was inserted to appear in the transactions list

- If a "Card Present" type appears, the SWEM-SC was successfully installed

- If the eWIC card is not seen in the transactions list, contact ITSD for additional support

Setting Up EBT Household Demographics

EBT Household Demographics is located in the Benefit Management menu options, or is located on the AdditionalTab2 in MOWINS. Authorized and Alternate Representative/Proxy information is now household based so all changes to these individuals must be completed in this screen. MOWINS will alert users if fields that are required to be filled in are missing data.

Step by step instructions are located on our Local Agency eWIC Trainings tab.

Card Inserted? 1 – Yes 2 – No

The reader/writer will display the following message "Card Inserted? 1 – Yes 2 – No" when the device has been sitting idle or if a card has been inserted that cannot be read. This function will frequently display and can be cleared off by selecting "2- No" or "C – Cancel."

If users select "1 – Yes," it will send then display the option to report a damaged card.

Report Damaged Card? 1 –Yes 2 - No

This feature on the card reader/writer device allows staff to report damaged cards. However, for best practices, it is highly recommended to not use this function and to do the necessary steps in MOWINS by deactivating the card.

To clear off of this screen, users can select "C" for cancel or "CLR" for clear on the device.

Please Wait . . .

After the eWIC card has been updated, the device will display "Please Wait . . ." This message will remain on the device while the device is doing updates. It will also display a green blinking light located in the top right corner. All cards should remain in the device during this entire process, and while the green light is blinking.

Card Updated

After the device has completed its updates, it will display the message "Card Updated." This is to inform users that all updates have been applied.

Staff should note that this message will appear even if the card is not assigned to a household.

Occasionally the device will remain on this message after the update is done. As long as the green light is not flashing, the card can be removed. Users may have to select the "C" or "CLR" to clear off this message from the device.

1 – Request Update   2 – Send Card

After the card has been updated, the device will display the following "1" and "2" prompts. The device will remain on this display for a long period of time. If clinic users prefer, they could leave the card in the device while completing updates in MOWINS. After they have finished all steps in MOWINS, staff can select "1-Request Update."

"1 – Request Update" allows communication of changes to occur between MOWINS and the eWIC card.

"2 – Send Card" will populate the card number into a selected field on your workstation. If staff prefer, this function can be used to insert the card number into the "Assign Card" screen of MOWINS. Should staff select "2 – Send Card," this does not apply any updates after the card has been assigned. The card will have to be removed and the "EBT Household Demographics" will need to be completed first.

Enter new PIN

After completion of the "EBT Household Demographics" in MOWINS, the device will then prompt the user to "Enter new PIN." Participants must be careful when entering in their PIN. If the participant happens to select one of the buttons on the far right side of the device, they will need to remove their card and start the process over.

If the device does not display this message, verify in MOWINS that a card has been assigned to the household.

Enter new PIN ****

As the participant types in their 4-digit PIN, the numbers will display on the screen as asterisks. The device will time out if the participant does not select "OK." If it does time out, the participant will have to remove their card and start the process over.

Please repeat ****

After the first entry of the PIN, the device will request for the user to "Please repeat." The PIN must match the first entry.

When the 4-digit PIN is entered, the screen will display asterisks. Like before, participants will need to select the "OK" button to ensure the device does not time out. If the device does time out, they will have to remove their card and start the process over.

Invalid PIN Try Again

If the second PIN entry does not match the first entry when setting the PIN or if the PIN is not correct, the device will display "Invalid PIN Try Again." It will then prompt the user to remove the card and start the process over.

Please Do Not Remove Card . . .

"Please Do Not Remove Card . . ." will display after the user has selected "1 – Request Update." This is to alert users to leave the card in the device while it is completing its updates. Again, a green blinking light appears at the top right of the device when processing. If the card is removed while the light is blinking, errors could occur on the card.

Please Remove Card

When all steps have been completed on the card reader/writer, the device will display "Please Remove Card."

WIC Direct

WIC Direct is the EBT Processor for the State of Missouri. WIC Direct contains all households that are created from MOWINS in this system. To access WIC Direct, local agency staff will have to request permissions from the WICHelpDesk@health.mo.gov email account. The processor information is located on the following webpage: https://moprodweb.cdpehs.com/EBT/LogOn.aspx

The purpose of WIC Direct is to allow local agency staff the ability to verify that cards are built correctly and to assist with troubleshooting of issues with cards at the stores. WIC Direct does not have to be used to verify every single account but is suggested to use in the beginning as the clinic understands eWIC functions.

Accounts

To view information regarding household accounts, users will select the "Accounts" button located in WIC Direct. After selecting "Accounts," all eWIC enabled households from MOWINS will populate on the screen.

Staff can search for an eWIC household using any field listed at the top of this page. If the user chooses to search by the household ID number, then the leading zeros will need to be included.

Account Details

If a user searches for an eWIC household, they can view more details by clicking on the blue household link.

The "Account Details" will display information regarding the current card assigned to the account, any previously deactivated eWIC cards, and who has been selected to be the primary cardholder, as well as any benefits currently issued to this household.

"PIN Selected" will always be "No." PINs are stored with the eWIC cards - not with WIC Direct.

Transactions

At the bottom of the "Account Details" page, there is a blue link called "Transactions."

This link will provide a page with information regarding any transactions completed with that household and card number. The dates will default to the current date, therefore, if a user wants to see previous transactions, this date range will need to be changed. This page can inform staff whether or not a card has been correctly loaded with benefits.

✖ Pending status means the eWIC card is not loaded with benefits

✔ Confirmed status means eWIC benefits are loaded on the card

Retailer Transactions

Once a retailer submits claims to WIC Direct, the "Transactions" for the household will also contain any retailer transactions. Further information can be seen regarding the retailer transaction by clicking on the blue HGTN link.

Details regarding the food items purchased will populate in MOWINS in "View EBT Transaction History" located under "Benefit Management."

RETAIL HISTORY DETAILS

Transaction Type: Purchase Request	Account Type: Normal	
Action Code: 000 - Approved.	Message Reason Code: 0000 - No error	
Host Generated Trace Number: 135771	System Trace Audit Number: 11213	Retrieval Reference Number: A09T6420.C00
Host Date/Time: 06/03/2020 10:07:58 PM	Local Date/Time: 06/03/2020 10:07:58 PM	Transmission Date/Time:
Reversal Status: OK	Settlement Status: Not Settled	Matching Status: Unmatched
Settlement Date: 06/05/2020	Reconciliation Date/Time:	
Household Number: 00748953	Card Number:	Vendor Number/Name: 0003008/0003008 - GERBES STORE #125
Card Acceptor Code: 0003008	Card Acceptor Terminal: 11	Function Code: Purchase Request
Manual Void Comments:		

Product	Requested	NTE Adj.	Recoupment	Approved	Requested Qty	Approved Qty	Exchange Size	Units Deducted	Action
11110854285 - Kroger Dozen Eggs LG AA 03 - 000 - Dozen Eggs - Large White	$0.79	$0.00	$0.00	$0.79	1.00	1.00	1.00 (DOZ)	1.00 (DOZ)	0000 - No error
4011 - BANANAS - YELLOW 19 - 000 - Dollars Fresh Only Fruits and/or Vegetables	$1.91	$0.00	$0.00	$1.91	1.91	1.91	1.00 ($$$)	1.91 ($$$)	0000 - No error
11110503381 - Kroger Shrd Marble Ched8 02 - 000 - Pound(s) Cheese - Store Brand Generic	$2.99	$0.00	$0.00	$2.99	1.00	1.00	0.50 (LB)	0.50 (LB)	0000 - No error
11110910363 - Kroger Clssc Garden 12oz 19 - 000 - Dollars Fresh Only Fruits and/or Vegetables	$3.00	$0.00	$0.00	$3.00	3.00	3.00	1.00 ($$$)	3.00 ($$$)	0000 - No error
11110501707 - Kroger Shred Mild Ched 8 02 - 000 - Pound(s) Cheese - Store Brand Generic	$2.99	$0.00	$0.00	$2.99	1.00	1.00	0.50 (LB)	0.50 (LB)	0000 - No error
Settled Price is $11.68	$11.68	$0.00	$0.00	$11.68	7.91 Products	7.91 Products			

If there is an issue at the retailer and the card was read, the denial can also be seen in "Transactions." The reason for the error can be found by looking at the "Message Reason Code."

Transaction Type: Purchase Request	Account Type: Compliance	
Action Code: 002 - Approved for partial amount.	Message Reason Code: 5712 - PIN presentation failure	
Host Generated Trace Number: 151093	System Trace Audit Number: 2006	Retrieval Reference Number: A0CV6G20.C00
Host Date/Time: 06/15/2020 03:26:00 PM	Local Date/Time: 06/15/2020 03:26:00 PM	Transmission Date/Time:
Reversal Status: OK	Settlement Status: Not Settled	Matching Status: Unmatched

On the Local Agency eWIC webpage under Trainings, there is a form that can be used to assist in troubleshooting issues at the store. If the participant contacts the Help Desk, they will be directed to contact their local agency for assistance.